DOCUMENT RESUME

ED 441 522 IR 057 859

AUTHOR	Thomsen, Elizabeth
TITLE	Rethinking Reference: The Reference Librarian's Practical Guide for Surviving Constant Change.
ISBN	ISBN-1-55570-364-X
PUB DATE	1999-00-00
NOTE	291p.
AVAILABLE FROM	Neal-Schuman Publishers, Inc., 100 Varick St., New York, NY 10013 ($45). Tel: 212-925-8650; Fax: 800-584-2414 (Toll Free); Web site: http://www.neal-schuman.com.
PUB TYPE	Books (010) -- Guides - Non-Classroom (055)
EDRS PRICE	Document Not Available from EDRS.
DESCRIPTORS	Information Services; Information Technology; Librarians; Library Collections; Library Development; Library Role; *Library Services; *Reference Services
IDENTIFIERS	Library History

ABSTRACT

This book has three purposes: to provide a perspective for looking at how traditional reference service "fits" in with new trends and issues; to document the myriad ways in which day-to-day library services are being transformed by changes in technology, culture, and staffing; and to offer guidance and advice for evolving reference services to adapt to these changes and for communicating the value of those services to administrators and funders. The volume is arranged in nine chapters which address different aspects of reference work. Each chapter uses sidebars and tables which present strategies for success, observations of developing trends, tips on providing services, and Web sites that will make keeping current easier. Chapter 1 is a brief history on the role of the reference librarian over the last century. Chapter 2 discusses the function and characteristics of a reference librarian and how the profession has changed with advent of electronic resources. Chapter 3 discusses the nature of effective communication, communication challenges of reference work, the reference interview, and implications of the Americans with Disabilities Act. Chapter 4 starts with a short history of reference collections followed by the use and evaluation of reference resources in the electronic age. Chapter 5 looks at the layout, use, and staffing of the reference area. Chapter 6 looks at questions from all angles. Chapter 7 points out that librarians need ongoing training and need to train users. Chapter 8 examines the caveats of measuring service with statistics and suggests methods for developing a plan for collecting and interpreting statistics to ensure quality service. Chapter 9 describes the Web in the context of reference services. Appendices include a sample reference policy and a sample survey form. (Includes an index.) (AEF)

Reproductions supplied by EDRS are the best that can be made
from the original document.